

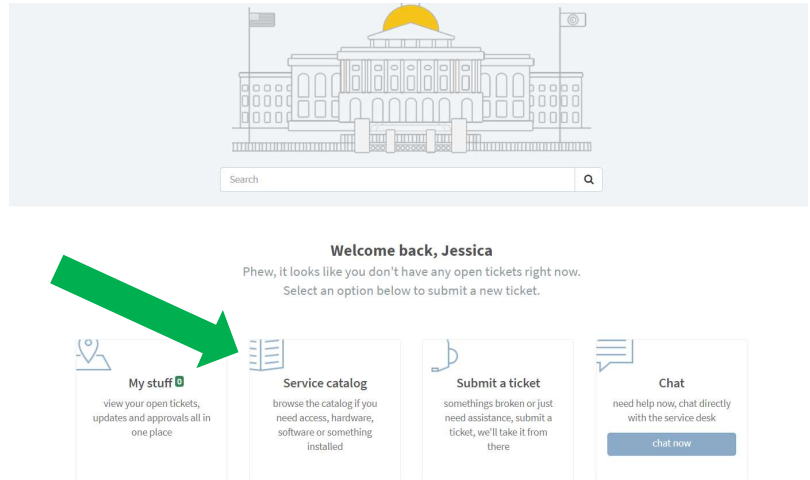


EXECUTIVE OFFICE OF TECHNOLOGY SERVICES & SECURITY

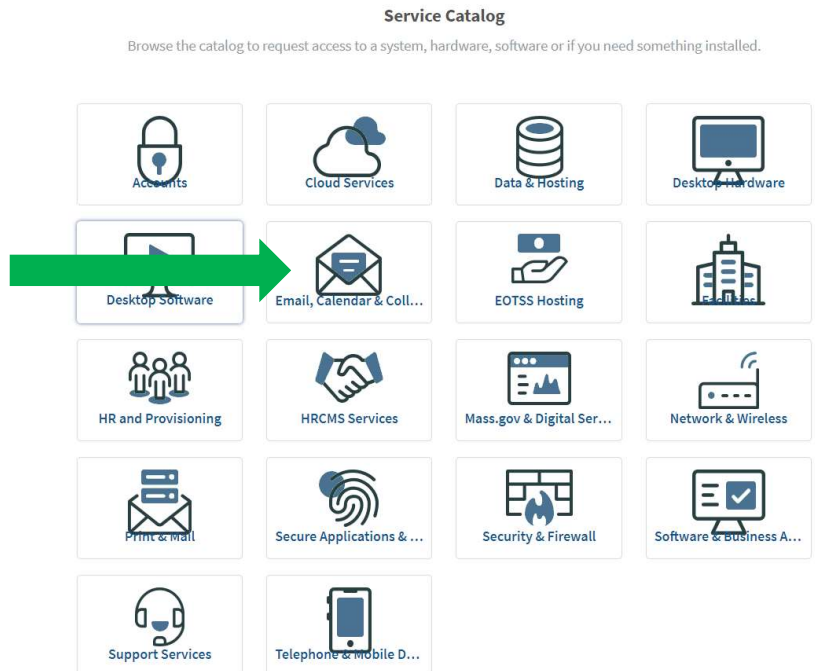
COMMONWEALTH OF MASSACHUSETTS | 1 ASHBURTON PLACE, 8TH FLOOR, BOSTON, MA 02108

Request a Microsoft Outlook Mailbox ServiceNow Request Instructions

Step 1: Sign into ServiceNow and click
“Service Catalog”.




Step 2: Click “Email, Calendar & Collaboration”.





Step 3: Select “Microsoft Outlook Mailbox” from the list.





 **Email, Calendar & Collaboration**
Email and account services, such as distribution lists, groups and MassMail.


Items


 **Distribution Lists** ⓘ
Request for Distribution List (DL) management.

 **Gateway Services (eMail)** ⓘ
Mail Gateway services.

 **List Server** ⓘ
Request for List Server services.

 **MassMail** ⓘ
Request for MassMail services.

 **Microsoft Outlook Mailbox** ⓘ
Microsoft Outlook Mailbox - Request a Microsoft Outlook Mailbox: shared mailbox, room mailbox, or equipment mailbox.

 **Outlook Email Address** ⓘ
Request a general inquiry, new or modify an individual email mailbox

Step 4: The following screen will appear.
Please note that while you may only request one Outlook Mailbox per request, you may request access to that mailbox for more than one user per Request.



☐ Request on behalf of

* Select your IT Liaison

* Mailbox type

-- None --

* Name of person responsible for mailbox

* Type of access

-- None --

* Mailbox name

* Description of the purpose of mailbox

* Litigation hold

☐

* Note

-- None --

Add the individuals that need access to the mailbox.

Add

Remove All

Actions	Name (First, Last)	Email	Secretariat	Agency
No data to display				